

Quality Statement

Littlebourne House is registered with the Care Quality Commission (CQC), which is the regulator for health and social care services. It has historically gained a good report from the CQC and in July 2014 the Home passed all regulatory requirements, Prior to the inspection in July 2014 previous inspections showed “Met All Standards” in September 2013, “Met all the essential standards of quality and safety” in September 2012 and September 2011 including caring for people safely, staffing, quality of management and treating people with respect.

In October 2014, following a number of national scandals, the CQC brought in a new and “tougher” inspection regime for care homes. Research by healthcare analysts Laing Buisson found that 73,000 residents are now in homes where care is below the new regulatory requirements of the CQC.

Within the South East of England, almost 50% of care homes have been rated inadequate or requiring improvement. In view of increasing regulatory and economic challenges, BBC Radio 4 recently reported on how ‘care is in crisis’.

Littlebourne House was inspected in August 2016 and was deeply concerned to be given a “Needs Improvement” rating. The Home has always put caring for its residents at the forefront of what it does and has enjoyed a stable and very experienced workforce for many years. The report highlights how residents and relatives are extremely happy with the care that is provided. However, shortfalls were noted in terms of documentation, person centred risk assessment, training, compliance with deprivation of liberty safeguards (DOL’s) and Mental Capacity assessments, staff recruitment and quality assurance.

The Home has taken immediate steps to remedy all the concerns raised by the CQC and its action plans can be read below. We have strengthened our senior management team by employing a Head of Quality who has many years of experience as an operations manager and was an ex Care Quality Commission inspector.

As part of our Good Governance Framework, we wish to set out how improvements to our service will be achieved by the adoption of robust monitoring and audit systems. It is important for the quality of the care delivered, growth and sustainability of the company that a continual improvement cycle is in place which identifies any deficits so that improvement plans can be implemented. Please see link to our quality statement.

Littlebourne House continues to receive good support from residents, relatives and local health care professionals and we are dedicated towards providing the best care for older people. We hope you will come and visit us and appreciate the hard work and dedication of our staff.

Download our report:

http://www.cqc.org.uk/sites/default/files/new_reports/INS2-2422524440.pdf

Information Source:

<http://www.bbc.co.uk/news/health-31173451>, retrieved in October,2016

<http://www.bbc.co.uk/news/uk-england-36149910> , retrieved in October 2016

<http://www.bbc.co.uk/programmes/b078w8rp>, retrieved in October 2016

Additional Information:

Littlebourne House is a member of the National Care Association, Kent Integrated Care Forum and the Federation of Small Businesses.